

***A Behavioral Health Benefit
Overview
for***



**Maricopa County
By United Behavioral Health**



UBH Corporate Profile

- A provider of behavioral healthcare, EAP, and work/life services, serving over 25 million members
- The only national managed behavioral healthcare organization with JCAHO accreditation
- State-of-the-art technology to support ease of access, customer service, and quality
- A national provider network of more than 40,000 behavioral health clinical specialists and 2,000 facilities
- Unprecedented financial strength and organizational stability



UBH: Our Core Commitment

Core Mission:

- Improving the health and well-being of our members through quality behavioral health treatment

Major Goals:

- Prevention and education
- Enhancement of health and well-being
- Responsiveness, compassion, and advocacy
- Strict confidentiality
- Continuous learning and innovation
- Partnering with customers to meet their needs



2003 Behavioral Health Benefit

- Mental Health and Substance Abuse
- Legal & Financial Resources
- Community Referrals
- www.liveandworkwell.com



Mental Health Substance Abuse

How Can You Access UBH MHSA Benefits?

- **Call toll free 1-866-312-3078**
- **Available 24 hours a day, seven days per week**



What Happens When You Call?

- The intake staff are Master's level counselors with a minimum of three years of clinical experience, including crisis assessment and intervention.
- Members will be asked to describe the problem for which they are seeking assistance.
- The intake counselor will:
 - Verify eligibility and answer benefit questions
 - Complete a brief risk assessment screen
 - Identify a local UBH provider with the necessary expertise to address the member's particular problem
 - Authorize an assessment



UBH Intake Counselors will provide members with:

- Convenient access to licensed professionals close to members' home or work
- Confidential face-to-face assessment with a UBH provider who will recommend a course of treatment to address the member's particular problems.



Highlights of our Care Management Program

- Clinically driven intake and referral
- Toll-free member access 24 hours a day, 7 days a week
- All calls answer by master's-level counselors
- Online database for self-referral and provider matching
- Telephonic triage and problem identification
- Outstanding accessibility
- Comprehensive provider network
- Face-to-face assessments in all cases
- Individualized treatment planning



Benefit Plan Design

Benefit	In-Network	Out-of-Network
Inpatient Hospitalization	\$25 copay per day	Not Covered
Inpatient Non-Notification	\$400 penalty	Not Covered
Residential Treatment	\$12.50 copay per day	Not Covered
Intensive Outpatient Program	\$100 copay per program	Not Covered
Individual Outpatient Visit	\$10 copay per visit	\$25 <u>Benefit</u> per visit
Group Outpatient Visit	\$5 copay per visit	\$25 <u>Benefit</u> per visit



Benefit Plan Limits

Calendar Year Maximum Benefits	In-Network	Out-of-Network
Outpatient Visits	30 Individual visits, combined 60 Group therapy visits, combined	30 Individual visits, combined 60 Group therapy visits, combined
Inpatient & Residential Treatment	30 Inpatient days 60 Residential days	Not Covered



Unique Online Services via liveandworkwell.com

- Online access to specific benefits information, provider search capability, and referral procedures via a direct link from the County's Intranet site
- Self-assessment programs to guide users in identifying problem areas and to make appropriate recommendations
- Personal Plan Programs designed to teach users about a topic or problem area and provide tools for improving the situation
- Informational articles on topics such as self-improvement and approaches to solving personal problems



liveandworkwell.com

- Resource Locators
- Full Text Search
- Check Benefits
- Personal Plans and Self Assessments
- Financial Calculators
- Access and Delivery for all Services
- Article Library
- Electronic Intake Forms
- Chat and Message Boards
- Personal Profiling



Legal and Family Mediation Services

Legal Services

- Connection to one of over 16,000 attorneys
- Unlimited phone consultation
- 30 minute free initial consultation and discounted fees
- Referrals for face-to-face family mediation at 20% below normal fees
- State-specific Will Kit

Family Mediation Services

- Family mediation by qualified attorneys and/or mental health professionals
- Referrals for face-to-face family mediation at 20% below normal fees



Financial Services

- Qualified financial planners provide consultation on financial planning, debts, investments, or taxes
- Credit and debt issues handled by National Consumer Credit
- Amerix debt counseling and consolidation services
- Telephone-based financial information and advisory service supported by Ernst & Young, LLP



Local Community Resources

- Support groups
- Self-help groups
- AIDs related assistance
- Community Mental Health Agencies
- Child Abuse and family violence agencies
- Geriatric service
- United Way Agencies
- Family Service Agencies
- Battered women's shelters